



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY INTELLIGENCE AND SECURITY COMMAND  
8825 BEULAH STREET  
FORT BELVOIR, VIRGINIA 22060-5246

IAPE-EE

24 March 2006

MEMORANDUM FOR ALL INSCOM PERSONNEL

SUBJECT: INSCOM Policy Memorandum #26, Equal Opportunity (EO) /Equal Employment Opportunity (EEO) Complaint Procedures

1. It is the policy of the Department of Army and INSCOM to provide equal employment opportunity for all Soldiers, civilians, and applicants for employment in every aspect of their employment and working conditions. I am certain that everyone is doing his/her part to guarantee a strong equal opportunity climate. However, I realize that isolated incidents of discrimination and harassment may still occur. The chain of command must ensure that Soldiers and civilians are fully aware of procedures for resolving complaints.

2. Individuals are encouraged to use the chain of command for redress of grievances. However, depending on the nature and/or severity of the complaint, other channels are available for further guidance and redress. They include EO Advisors, EEO Officers, Human Resource Managers, Chaplains, Inspectors General (IG), Staff Judge Advocates, Provost Marshals, Criminal Investigators, Medical Agencies, and the Chief of Housing Referral Offices. Each of these agencies provides expertise in specific subject areas.

3. Complainants may choose to file an informal or formal complaint. Regardless of the type of complaint, the agency that receives the complaint will tell the complainant what role the agency has, what will be done with the complaint, and assist the command in resolving complaints at the lowest level possible.

a. **Military Informal complaint:** IAW AR 600-20, Appendix E-1a, an informal complaint is any complaint that an individual does not wish to file in writing. An informal complaint is not subject to time suspense nor is it reportable. However, an informal complaint will be taken as seriously as a formal complaint and will be handled as soon as possible. While maintenance of confidentiality should be attempted, it will be neither guaranteed nor promised to the complainant by commanders/ agencies other than a chaplain or a lawyer. An MFR will be prepared on the resolution of informal complaints. The MFR will include information-indicating nature of complaint and identifying pertinent information to assist in the identification of unit's command climate.

b. **Military Formal complaint:** IAW AR 600-20, Appendix E-1b (1), a formal complaint is any complaint that an individual files in writing and swears to the accuracy of the information. Complaints will be filed within 60 days (commander's option to accept after 60 days) of incident.

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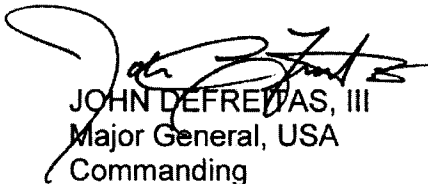
The complainant should file his/her complaint with the commander at the lowest echelon of the command at which the complainant may be assured of receiving a thorough, expeditious, and unbiased investigation of the allegations. The commander/agency accepts or refers complaints to the appropriate agency and acts upon them within three calendar days. A commissioned officer must administer an oath to the complainant on DA Form 7279-R. Upon receipt of a formal complaint, the commander will either conduct an investigation personally or immediately appoint an investigating officer under the provisions of AR 15-6 (Procedures for Investigating Officers and Boards of Officers). All inquiries will be completed within 14 calendar days. If an extension is required or granted (not to exceed 30 calendar days), a request will be made through the appropriate extension authority. The complainant may appeal the decision in writing within 7 calendar days to the next higher commander. However, only the findings of a complaint can be appealed, not the corrective actions taken, if any. The unit's EO Advisor will follow up on complaints within 30-45 calendar days.

c. **Civilian Formal complaint:** IAW 690-600, all DA civilians and applicants should contact their servicing EEO office, regarding employment discrimination issues. Aggrieved persons are required to initiate contact with an EEO counselor within 45 days of the date of the matter alleged to be discriminatory or, in the case of a personnel action, within 45 days of the effective date of the action or when they became aware of the alleged action.

4. All members of INSCOM have the right to present complaints without fear of intimidation or threats/acts of reprisal. The chain of command will ensure that complainants and witnesses are protected from reprisal and retaliation. Should individuals be threatened with such an act, or should an act of reprisal occur, they must report these circumstances to the DOD Inspector General. The DOD Inspector General Hotline is 1-800-424-9098 or DSN 664-8799.

5. POC is INSCOM EEO, (703) 428-4646 or EO Office, (703) 428-4645.

6. This memorandum supersedes INSCOM Policy Memorandum #26, Equal Opportunity (EO)/Equal Employment Opportunity (EEO) Complaint Procedures, SAB, 28 February 2005.

  
JOHN DEFRENAS, III  
Major General, USA  
Commanding